

That awkward first day of school is made easier by the caring of a community

A community of businesses, employees, private citizens, and a state agency working together meant 76 children entered their schoolhouse doors on the first day of school in brand new clothes.

The children are in the care of the Division of Children and Family Services in Vancouver, said Peggy Hays, community resource program manager and a key player in the planning of the annual event.

The school shopping spree is sponsored by Mervyn's California in 275 locations across the country. But it's up to each individual store to determine if there is enough community commitment to make the event possible in their area.

Partnering with Mervyn's and DCFS in Vancouver were McDonalds and the Vancouver Columbian (a local newspaper) People in Need Fund.

On the special day the children arrived at the Mervyn's store at 7 a.m. with a \$100 gift certificate made possible by the Mervyn's donation of \$2,000, combined with the community's donation of \$5,600.

Each child was escorted by a volunteer to McDonalds for breakfast, and then returned to the store to spend their gift certificate. An additional 10 percent discount was included at the Mervyn's checkout registers.

When the children finished shopping, the store's employees hosted a party, which included face painting and crafts, cookie

decorating (and eating), along with a visit and pictures with Smokey the Bear, and the arrival of a truck from the local Fire Department (they even allowed the children to shoot the hose!).

And the store employees added another special gift to the special day. Each child was given a large bag of school supplies with everything from crayons, paper, pens, pencils, markers, to notebooks, and more. It was the employees' donation to the youngsters.

"The joy and excitement on the faces of the children was truly wonderful," said Hays. "Many of these children have never had new school clothes before, and having new clothes for the first day of school is a very important part of a child's life."

"The joy and excitement on the faces of the children was truly wonderful."

Indeed, one social worker shared this story with Hays. "I knocked on the door of the parents' house, then said I was presenting the children with the shopping spree," said Pat Dixon. "The mother said she was just

crying because the kids' father was not going to get them school clothes and she did not know what she was going to do. Then she gave me a big hug."

Dixon also took a moment to share with Hays her praise for Hays' commitment and determination to make the event succeed.

"I don't know how you do it," Dixon wrote. "But you always come through for us. I think that you are helping to change what the public thinks about Child Protective Services. Thanks."



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Sky Valley Job Fair matches seekers with potential jobs

Benefits continue to accrue as a result of an Employment Fair sponsored by Sky Valley Community Services Office, in conjunction with the Monroe and Snohomish Chambers of Commerce.

The Fair was host to 58 employers from throughout Snohomish County and nearly 450 prospective employees attended.

Sky Valley is finding that the benefits of having an employment fair haven't stopped just because the fair held in late spring is over,

according to Dora Alcorta, Sky Valley community resource program manager.

"As of the end of July, 63 of our clients have been hired and are still working," she said. Companies that have hired and continue to include Boeing, Costco, Eclipse Welding, Matsushita Avionics Systems, Sea Cast, Pentz Design Pattern & Foundry, Tramco, Chaussee Siding Co., Canyon Creek Cabinet, Mackie Designs, Tonkin, Inc., Top Foods, and Eddie Bauer.

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Secretary's
corner

by Lyle Quasim

As students return to school they are usually asked, "What did you do this summer?" If asked, we at DSHS can reply "A lot!"



After Legislative Session the pace has never let up. As we gear up to finish out 1997, let's look at what we've accomplished.

The DSHS Team has been very busy.

- The Medical Assistance Administration has been intensively procuring health care, in conjunction with the Health Care Authority, for approximately 950,000 people.
- We have successfully begun our welfare reform program, now known as WorkFirst, with the governor being personally involved in the kick-off ceremonies across the state.
- We worked hard in developing a strategy to deal with the potential release of the confined sexual predators at the Special Commitment Center in the event the state law authorizing confinement was overturned by the U.S. Supreme Court. Even though the state law was upheld by the court, hundreds of hours went into the contingency planning.
- We successfully closed out our 1995-97 biennium \$10 billion budget having spent funds wisely and not overspent.
- Planning has intensified over the last three months for the most significant changes in juvenile justice in the last 20 years.
- The Children's Administration has geared up to hire additional staff to ensure the health and safety of children in the state.
- We are preparing for the retirement of key operations and policy staff.
- There has been tremendous effort on the part of Aging and Adult Services and the Division of Developmental Disabilities staff to work together to meet stringent federal program requirements. Our clients have been the beneficiary of this.
- We are involved in major efforts for improving our regulations and our quality process. These efforts will engage every person in this department.

As we re-focus our energy to complete the year at full steam, and prepare for the Legislature and the challenges of the new year, I thank all of you for your continued commitment to excellence.

Lyle Quasim

Maintenance, notification of changes easier as ACES manual goes online

Maintaining over 5,000 pages of rules, procedures, and forms for over 2,000 staff is a big job. It is made all the more difficult when timely notification of changes is essential to avoid costly eligibility errors.

This is precisely the problem faced by the Economic Services Administration in maintaining eligibility and system manuals for grant, food stamp and medical assistance programs. To help meet this challenge, the ACES Online Manuals System was developed.

As part of the department's Automated Client Eligibility System (ACES), online manuals were first introduced in November 1996. The goal of electronic manuals is to better support field staff and improve service to clients by providing more timely access to policy, procedural and system changes. The system contains all of the policy and procedural manuals use by DSHS financial staff to determine eligibility for assistance programs. In addition to current program and system manuals, the online system includes over 2,000 pages of historical policies.

The software used for online manuals is TextBOOK, a product of the Data Retrieval Corporation. Users have responded positively to the new system, primarily because it is so easy to learn and so powerful to use.

EASY TO LEARN

In less than five minutes, most staff can use online manuals in much the same way as they would use their hardcopy manual. Steps such as selecting a manual, open-

ing a chapter and scrolling through text are simple and easily learned. Mastering the more complex and powerful features of the system is not difficult but does require more experience. Both screen level help and a comprehensive user guide are provided online.

POWERFUL TO USE

By far the greatest reason for the positive response are the features which make electronic manuals far superior to their hardcopy counterparts.

The Broadcast feature allows immediate statewide notification of system and procedure changes. This eliminates the delay caused by printing, mailing and local distribution to staff. These delays can be several days and sometimes weeks.

One of the more important new features is the powerful search capabilities. Any word, phrase or combination of words can be identified quickly. Powerful tools such as wild card, proximity operators, and Boolean logic help users to zero-in on desired text.

Another powerful and important enhancement is the addition of hypertext to cross-references. Hypertext allows users to "jump" directly to referenced text anywhere within the ACES Online Manuals System.

Still another advantage over hardcopy manual, is that online manuals are always current. Filing manual revisions is a time consuming and somewhat tedious task. In some cases, filing gets behind, and when that occurs the manual is no longer trustworthy. The online version is updated shortly after the

revision is sent to the printer, and therefore is often available before the hard copy revision is received in the local office.

IMPACT OF ONLINE MANUALS

The most immediate benefit of online manuals has been the ability to provide timely notice of eligibility changes and system issues to all

financial staff.

One important example was the ability to notify staff of changes required by federal welfare



reform. Within minutes of the time the policy memo was approved, the document was available online to all financial staff.

Another outcome has been a reduction in the number of manual revisions sent to the field. While there are no plans to abandon hardcopy manuals altogether, some staff have decided to switch from hardcopy to online manuals. It is expected that this migration will continue as staff become more familiar with online use. These reductions will result in lower printing and distribution costs.

Online manuals have generated interest with managers in other areas of the agency. Both clerical and social service manuals have been mentioned as possible additions to the ACES Online Manuals System.

For more information on this system contact Steve McNeil, (360) 413-3352.

Independent Living Council seeks comments on needs and plans

The State Independent Living Council (SILC) is looking for input from consumers of disability services, service providers, and other interested people as they develop a three-year State Plan for Independent Living.

This plan will strengthen and support consumers, advocates, and providers in their quest for greater independence and freedom of involvement for all people with disabilities.

The SILC consists of people who represent a diversity of disabilities statewide. Council members are people with disabilities, family members, and/or professionals from disability-related fields. They are appointed by the governor.

An eight-site video-conference took place on Sept. 24. Participants from Lacey, Spokane, Seattle, Port Angeles, Pasco, Tacoma, Vancouver, and Yakima gave comments on what they see as the pressing needs/issues for people with disabilities in Washington communities.

Further comments will continue to be received by the SILC throughout the year, but preferred before the end of October. If you wish to learn more about the SILC's development of the three-year plan and/or have some comments you want considered, contact Bill Mason at (360) 407-3603 or write Washington SILC, P.O. Box 45343, Olympia WA 98504-5343.

Lower Dependent Care costs

As a state employee, you are eligible to take advantage of the Washington Dependent Care Assistance Program (DCAP), administered by the Department of Retirement Systems, Deferred Compensation Program. DCAP allows you to reduce your taxable salary (before federal income and social security taxes). If you incur child or other dependent care expenses, you should consider this excellent employee benefit.

Enrollment for the 1998 plan year (Jan.-Dec.) is the month of November. Before open enrollment, you may request a DCAP information packet by calling Deferred Compensation Program office at (360) 586-4980 or toll-free statewide at 1-800-423-1524 Voice/TT.

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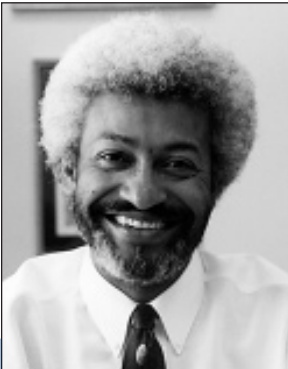
The mission of DSHS is to improve the quality of life for individuals and families in need. We will help people achieve safe, self-sufficient, healthy and secure lives.

Sharing our successes and commitment to reaching beyond the expected to the excellent

Quality IN DSHS

Management Services Administration

MISSION STATEMENT — TO ASSIST DSHS ADMINISTRATIONS IN THE ACCOMPLISHMENT OF THEIR GOALS THROUGH CENTRALIZED SUPPORT FOR PERSONNEL, CONTRACTING, PURCHASING, EQUAL OPPORTUNITY, TRANSLATION SERVICES, CAPITAL PROGRAMS, DATA ANALYSIS, AND OTHER SUPPORT SERVICES.



KENNETH HARDEN
ASSISTANT SECRETARY

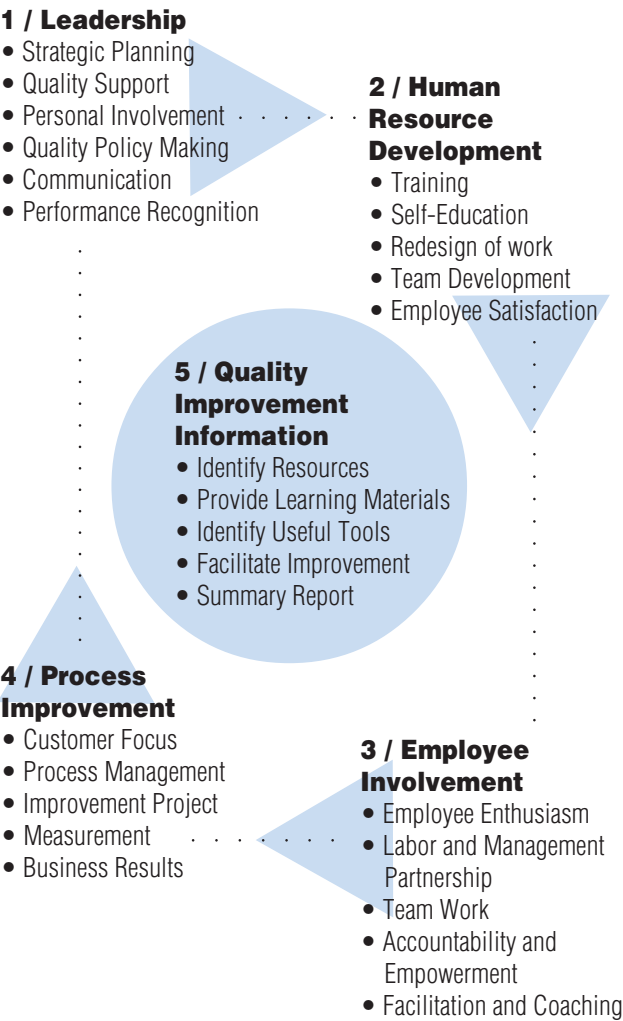
A JOURNEY FOR ALL OF US

Quality is a journey, not a destination. As with all administrations within the department, Management Services is embarking on a journey to improve the services that we provide to department managers and staff, providers, and clients.

In Management Services, we believe that quality is a way of thinking, being, acting and doing. Quality improvement is not just a task force or a project. It is an enduring culture. In this culture, employees are responsible for increasing their job satisfaction and performance in ways that will increase customer satisfaction.

Management Services Administration has created a Quality Management Map to help us along our journey. This map demonstrates the five major components in the journey of quality improvement: Leadership, Human Resource Development, Employee Involvement, Process Improvement, and Quality Improvement Information.

Quality Management Map



1 / LEADERSHIP

Four thousand years ago, Chinese philosopher Lao-tzu said: "The wise leader is not collecting a string of successes. The wise leader is helping others to find their own success."

Leadership is the driver in the quality improvement journey. Leadership gives vision, guidance, support and resources to let people make a difference. Leadership motivates and encourages by acknowledging good performance that makes improvement possible.

In Management Services, we believe each staff person provides leadership. When we influence other people positively, we become leaders.

2 / HUMAN RESOURCE DEVELOPMENT

Management Services is building a learning organization. Staff are encouraged to develop new skills and capabilities that will provide opportunities for career growth and greater job satisfaction, as well as enable staff to contribute daily to quality improvement.

Employee Services Division, through the Office of Organization and Employee Development, has always provided training supportive to quality services. The workshops presented by OOED include *Achieving Extraordinary Customer Relations*, *Employee Involvement*, *Managing in Today's Workplace*, *Total Quality Leadership*, *Understanding the People Side of Change*, etc.

In response to the Quality Improvement initiative, OOED has recently developed new training for all department staff. *Group Facilitation Methods* is a two-day workshop that teaches methods of project planning, leading group discussion, and building consensus. *Team Power* is a one-day workshop that teaches teams the steps of continuous process improvement and the tools for each step. *Participatory Strategic Planning* is a two-day workshop that builds upon the group facilitation techniques to map out a vision, identify issues, set strategic directions, and design an implementation plan. *Process Mapping and Measurements* is a one-day workshop that uses Visio software and laptops to teach how to visually map a work process and measure process improvements.

3 / EMPLOYEE INVOLVEMENT

Involving all employees in solving day-to-day work problems is the essence of quality improvement. Responsibility and control over one's own work is essential in creating job satisfaction and improved customer service.

Divisions

ACCESS & EQUAL OPPORTUNITY
Director: Eddie Rodriguez

Mission: To promote and address diversity issues within DSHS and to ensure equal opportunities to protected group members in accordance with Civil Rights Laws and Regulations.

ADMINISTRATIVE SERVICES
Director: Philip Wozniak

Mission: To serve those who serve.

EMPLOYEE SERVICES
Director: Betsey Sawyers

Mission: To assist DSHS managers and employees in meeting their program goals by providing them with the highest quality, most responsive support possible.

LANDS AND BUILDINGS
Director: John Reynolds

Mission: To meet the unique needs of DSHS clients and staff by ensuring safe and secure facilities in which to live, receive treatment and services, and work.

RESEARCH AND DATA ANALYSIS
Acting Director: Liz Kohlenberg

Mission: To provide analytic information about DSHS programs, clients and services to agency managers, OFM, the Governor's Office, the legislature, other local, state and federal agencies, and the general public.

(Continued on page 4)



Simplifying the rules

Regulatory Improvement in DSHS

The Department of Social and Health Services has embraced Gov. Gary Locke's Executive Order on Regulatory Improvement in a big way. Secretary Lyle Quasim has directed all DSHS Administrations to immediately eliminate outdated rules and policies, and to review, consolidate, and revise all others by Sept. 1, 2001. Over the next four years, DSHS will work closely with the public in reviewing all existing and new rules, policies, numbered memoranda, bulletins, guidelines, and similar materials.

DSHS' successes in regulatory improvement are being accomplished under the strong guidance and facilitation provided by the Rules and Policies Assistance Unit (RPAU) of the Management Services Administration.

Since its establishment in December 1995, RPAU has enhanced rule-making standards, developed training and information materials, and actively participated in establishing a variety of electronic resources. RPAU's leadership ensures high standards and compliance with Washington rule-making laws. In addition, a new interactive Internet rule-making Web page now offers the public 24-hour public participation opportunities and online rules from the DSHS home page at <http://www.wa.gov/dshs>.

As a team effort in making regulatory improvements, DSHS' first intra-agency Rules Advisory Committee completed DSHS' Regulatory Improvement Review Plan, and will help ensure consistency and eliminate duplication between different sections of DSHS. Another oversight committee is focusing on consolidating and

improving rules relating to the WorkFirst efforts in changing assistance program from Aid to Families with Dependent Children to Temporary Assistance to Needy Families.

To obtain free, professional assistance with various aspects of the rule-writing process from apprentice-level law students, the Management Services Administration has established a four-year legal internship project with the Seattle University School of Law within RPAU.

DSHS has reached a milestone by submitting approximately 200 outdated rules (Washington Administrative Code) for repeal, and rescinding numerous policies, bulletins, memoranda, etc. All administrations will continue to eliminate unnecessary WAC's, policies or similar documents, and complete the plans for review of all rules within the four-year time frame. Please contact RPAU at (360) 902-8317 or mkogut@dshs.wa.gov for more information.

Making sense of the rules

UNDER THE DIRECTION OF SECRETARY LYLE QUASIM, ALL ADMINISTRATIONS ARE EXAMINING EXISTING RULES AND DETERMINING WHICH CAN BE ELIMINATED AND SIMPLIFYING THOSE WE NEED. FOR MORE INFORMATION ON HEARINGS FOR PROPOSED RULE CHANGES CHECK OUT THE RULES AND POLICIES ASSISTANCE UNIT WEB PAGES AT [HTTP://WA.GOV/DSHS](http://wa.gov/dshs).

More of quality efforts and achievements

(Continued from page 3)

More importantly, however, quality improvement is a team effort. It is through team commitment and support that solutions are discovered and services improved.

One example is the Administrative Services Division Asset Management Team. This team was responsible for finding ways to improve the accountability for fixed assets within the department. As the team applied quality improvement principles in their project, field staff and other users were involved in finding the solution and planning the changes. As a result of this team approach, a thorough reconciliation of the agency's \$100 million inventory was completed through a series of tasks of tracking and documentation. Six months after the implementation of the system changes, the number of incomplete records dropped from nearly 20,000 to 2,000.

4 / PROCESS IMPROVEMENT

The goal of process improvement is to continue to meet customer requirements by delivering efficient, quality service. The steps for process improvement include identifying customer requirements, establishing a baseline against which to measure our progress, proposing a solution, and implementing a project to test the solution. Finally, we ask the customer if we hit the mark.

In Management Services Administration, Lands and Buildings Division has initiated an improvement project to strengthen the Lease Management database system. The goal of this improvement project is to provide management with more tangible, predictable and timely information for budget development and management control on an ongoing basis. The improved system will also enable field staff to identify problems and communicate with management when problems arise.

Another recent example of process improvement is the Client Registry Project being developed by Research and Data Analysis Division. The Client Registry permits case workers to learn whether other DSHS

programs are serving a client or applicant for services. Case managers can use the system to contact other caseworkers involved with the client. Efficiency improvements will result from increasing coordination and reducing duplicate activities by separate service programs. The Client Registry program is currently being piloted in Pierce County to evaluate its potential for statewide implementation.

5 / QUALITY IMPROVEMENT INFORMATION

Management Services has established a Quality Steering Committee to facilitate the quality improvement journey. The committee is responsible for identifying resources, ensuring that training is available to staff, and consulting with teams and managers on their quality improvement projects.

In addition, in Management Services, each division is encouraged to have a Quality Coordinator or a committee to serve the same purpose within the division.

For example, Administrative Services Division appointed a Quality Service Manager to provide information and resources which may enable staff to facilitate their own quality improvement efforts. Administrative Services has also established a Quality Service Committee. This committee has already developed their Mission and Team Values, and now is working on their communication process.

CONCLUSION

Quality improvement is not a new concept in the department. Staff and managers of Management Services have always worked hard to provide the most effective and efficient services to customers. The Quality Improvement initiative, however, gives staff the responsibility for leading Management Services to a learning culture which delivers quality services and continuous improvement.



Sharing our successes and commitment to reaching beyond the expected to the excellent

Each of the seven administrations has steering committees to assist in leading the department's efforts to continue providing quality services to the residents of the state of Washington. For more information on the quality improvement activities occurring throughout the department, contact Bill Wegeleben, internal quality consultant, at (360) 902-0865 or e-mail at bwegeleben@dshs.wa.gov. Please visit the DSHS Intranet Quality Improvement site at intra.dshs.wa.gov/news.htm for ongoing updates of plans, successes, and accomplishments.

Parole juveniles and counselors bowl for homeless

Juveniles on parole, under the supervision of the Region 6 Juvenile Rehabilitation Administration (JRA) in Clark County, recently bowled side-by-side with their parole counselors to raise money for homeless families.

In an effort to teach the values of volunteerism, teamwork, and reparation to community, Cindy Blue, JRA parole counselor, asked the youthful offenders on her caseload if they wanted to design a community service project. The youth, who are on parole for a wide variety of felony offenses, responded enthusiastically and chose to organize a Bowl-a-thon that would assist children in homeless shelters.

"This really was a project driven by our kids," said Blue. "They helped secure donations, draft press releases, and recruit bowlers."

The event quickly took on a life of its own and the Clark County Juvenile Court probation staff, private therapists, and private agency staff soon joined the effort.

The East Vancouver Rotary Club donated \$200 to cover the bowling fees for all 45 youth who participated. Twenty-one local retailers donated gifts for a raffle at the Bowl-a-thon.

In the end, juvenile offenders raised \$2,632 for the Clark County Council for the homeless.

"These kids didn't do this because they were required to. This was strictly voluntary...from their hearts," said Blue.

The JRA plans to encourage such activities year-round throughout the state as part of its campaign to promote restorative justice, a concept that has gained great popularity nationwide over the past three years.



Corinne Hickey, Clark County Council for the Homeless, and Cindy Blue, parole counselor for Region 6 Juvenile Rehabilitation Administration, seek to teach paroled juvenile offenders the value of volunteerism and reparation to the community.

Also known as community justice, restorative justice "emphasizes the ways in which crime hurts relationships between people who live in a community. Restorative justice has offenders take personal responsibility for

their actions and then actively work to repair the harm they have caused to the community - making things right," explained Julie Bonsteel, JRA assistant regional administrator for Region 6.

Activities such as the Vancouver JRA Bowl-a-thon help to "make things right" with juvenile offenders making a meaningful contribution to their community. Such activities promote dignity, cooperation, and a sense of connection to community, all important elements in offender rehabilitation.

Twenty-one juvenile parolees and 17 county probationers volunteered their time for the Vancouver community.

Job seekers continue to find matches

(Continued from page 1)

"These hires have been directly related to employer/employee contacts made at the fair. And, employers are continuing to contact our office when they need additional staff," Alcorta said.

The Employment Fair and other efforts from the small CSO have resulted in a decline of clients on Aid to Families with Dependent Children from a high last year of 730 to a mid-July count of 631, according to Patti Omdal, administrator.

"Staff are very proud of the Employment Fair and how successful it has been," said Omdal.

"Our goal was to provide prospective employers and employees with the opportunity to meet one another and then to possibly find employer and employee matches," said Cyndi Schaeffer, then administrator of Sky Valley and now administrator with the Alderwood CSO.

Clients said they felt they had been treated with dignity and respect by the employers and staff. And employers said they were impressed with the caliber of prospective employees they met.

Everett, Alderwood, Smokey Point, and other CSOs in Snohomish County encouraged their clients to attend the fair and be prepared to drop off resumes, fill out applications, and talk one-on-one with employers.

Prospective employees were greeted at the doors by CSO staff and volunteers. They were given packets containing names and addresses of employers as well as contact people for each organization.

They were then free to browse throughout the employers' booths and talk to those they were interested in. If they wanted to fill out applications they could do so in a room that had tables set up for their use. Staff from the Employment Security Department that is co-located with the Sky Valley CSO were on hand to give tips and application assistance to those who requested it.

The entire staff at Sky Valley contributed to the success of the event, according to Omdal.

"Everybody participated by informing clients, prepping clients, contacting employers, setup, working at the fair and by providing coverage for those involved in planning and working at the fair," she said.

Employers continue to contact the CSO when they need additional staff. The CSO has also been providing interviewing space for Express Personnel Services who interview an average of nine prospective employees in the CSO each week. Kelly Personnel and Terra Services have also requested in-office interviews. Express shares information on how the CSO can better prepare clients for interviews. They also indicated a desire to begin offering "How-to" classes to clients free of charge.

CSO staff, according to Alcorta, have become more aware of employment opportunities within their communities.

Recently the KFC Restaurant was remodeling a site for a new restaurant and had a sign "now hiring." Several staff told Alcorta about the sign and she offered the

company a room to do their interviews in. They quickly accepted.

Boeing keeps in touch with Alcorta and has supplied her with job information and sample questions and tips on how to prepare clients to take the Boeing assessment tests.

Other prospective employers have offered to participate in advising clients on employment and training projects and labor market information as well as to work with clients on career opportunities and prerequisites for employment.

Alcorta noted the Sky Valley CSO gave a special thanks to Snohomish High School staff (where the event took place), the Department of Corrections in Marysville, Employment Security and the Snohomish County CSOs. Donations of time, resources and energy from Albertsons, Safeway, Grocery Outlet, Starbucks, and RoseXpress were important in making the fair as successful as it was, she added.

Boeing was impressed with the potential employees they met at the fair.

"We attend employment fairs on a regular basis," the Boeing employment representative said. "This is the best one that we have attended this year."

Other CSOs have contacted Alcorta to get more information about having their own employment fairs. Anyone interested in finding out more about the Sky Valley Fair and how to host such employment events can contact Dora Alcorta at (360) 794-1367.

Diversity Calendar

Each month throughout the year *The News Connection* will feature the next two months' special dates, provided by the Division of Access and Equal Opportunity, Diversity Initiative. Help celebrate the richness of our world and the people of America. For more information on the Diversity Initiative, contact Roberto Swain at (360) 902-7845.

SEPTEMBER

HISPANIC HERITAGE MONTH

- 4 Labor Day
- 6 Jane Adam's Birthday
- 7 Grandparents' Day
- 8 International Literacy Day
- 12 Ethiopia New Year
- 15 Japan: Respect for the Aged Day
- 16 Mexico Independence Day
- 17 US Constitution Day
- 19 International Day of Peace
- 22 US Business Women's Day
- 24 US Indian Day
- 28 Confucius' Birthday

OCTOBER

NATIONAL DISABILITIES MONTH

- 2 Ghandi's Birthday
- First Day of Rosh Hashanah
- 6 US: German American Day
- 11 First Day of Yom Kippur
- National Coming Out Day
- 12 Washington's Children's Day
- Navajo: Hatathili Day
- 15 National White Cane Day
- 16 World Food Day
- 17 Black Poetry Day
- 18 Jamaica Heroes Day
- 24 United Nations Day
- 26 International Red Cross Day
- 27 International Creole Day
- 28 Greek National Day
- 31 Halloween

Thank you

Thanks to everyone who donated shared leave to me. Your kindness will not be forgotten. Being able to keep my medical coverage in force means a great deal to me, especially at this time. Although I am still not able to return to work, I look forward to the time I can. Thanks to each of you.

Diane M. Faletti
Region 4 Home and Community Services

To all my friends who have gotten me through the last nine months with their prayers; helping me through the chemotherapy and surgeries; donating leave and being there for me when I needed them. I don't know how to repay you, but I want to thank you from the bottom of my heart.

Andy Truman
Division of Lands and Buildings

Shared leave

Mike Beach, a social worker at Olympia Community Services Office (CSO) is in need of shared leave. He recently had surgery for lung cancer and is expected to be away from work for an indefinite period. For more information contact Mercedes Castro at (360) 753-0209.

Marline Drennon, a human resource assistant in the Personnel/Payroll Section of Employee Services, is in need of shared leave. She has been diagnosed with Fibromyalgia, a condition that causes severe pain in the muscles and connective tissues. For more information contact Karen Richardson at (360) 902-7924.

Barney Rettalick, a financial services specialist 3 with Belltown Community Services Office in Region 4, is receiving long-term treatment for a serious illness. He is in need of shared leave during this time. For more information contact Sandra Smith at (206) 464-7131.

Lonnie Buyagawan, a social worker 3 with the Adult Protective Services Unit in Region 4 Home and Community Services must have surgery and is in need of shared leave. For more information contact Sandra Green at (206) 626-5711.

Denise Mansfield, an office assistant senior with the Juvenile Rehabilitation Administration, is undergoing hip replacement surgery. She has exhausted all her annual and sick leave and is not expected to return to work for at least three more months. For more information, please contact Lisa Daniels in our office at (253) 593-5075.

Farewell

Taree L. Marchand, a financial services specialist 3 with Okanogan CSO, died on June 26. She had 10 years of services with the state of Washington. Taree had a great sense of humor with a quick smile, a positive attitude, and endless energy. Her co-workers and friends will miss her.



RETIREMENTS

Andersen, Bobbe J. 30 Yrs. Division of Client Support	Jones, Richard L. 30 Yrs. Information System Services Division
Brantley, Marilyn J. 10 Yrs. Fircrest School	Jost, Mary A. 29 Yrs. Information System Services Division
Brooks, Barbara S. 25 Yrs. Office of Support Enforcement - Tacoma	Koshi, Florence F. 20 Yrs. Office of Support Enforcement - Olympia
Butterfield, Gail 14 Yrs. Fircrest School	Locke, Neil F. 21 Yrs. SOLA-Region 2
Demkowich, Novella 25 Yrs. Lakeland Village	Logan, Michael J. 34 Yrs. Juvenile Rehabilitations - Headquarters
Dow, Darlene E. 22 Yrs. Office of Research & Data Analysis	McDaniel, John 31 Yrs. Lakeland Village
Dupuis, George M. 28 Yrs. Rainier School	McNish, Margaret K. 31 Yrs. Olympia Community Services Office
Fitzgerald, Patricia 37 Yrs. Office of Child Care Policy - Region 6	Pleinis, Helma 31 Yrs. Western State Hospital
Garcia, Charles Jr. 20 Yrs. Office of Staff Services	Rosmi, Florence F. 20 Yrs. Office of Support Enforcement - Olympia
George, John R. 30 Yrs. Division of Children & Family Services	Sand, Patricia 26 Yrs. Green Hill School
Hamilton, Patricia J. 23 Yrs. Walla Walla Community Services Office	Short, Betty L. 10 Yrs. Rainier School
Hanson, Robert G. 37 Yrs. Aging & Adult Field Services	Stevens, Donald M. 15 Yrs. Western State Hospital
Hitzel, Merl 30 Yrs. Newport/Colville Division of Children & Family Services	Trygstad, Peter E. 12 Yrs. Port Angeles Division of Children & Family Services
Hume, Bruce D. 39 Yrs. Office of Special investigations	Turner, Lorraine 12 Yrs. Division of Health & Quality Support
Hurn, William A. 30 Yrs. Information System Services Division	Warford, James V. 15 Yrs. Division of Children & Family Services
Johnson, Jean 15 Yrs. Western State Hospital	Wolf, Doreen 26 Yrs. Alderwood Division of Children & Family Services
Johnson, Marcella 28 Yrs. Pierce Central Division of Children & Family Services	

These employees retired in July 1997



SERVICE MILESTONES

Region 1 5 Dugger, Linda 5 Jacobsen, A. Vivian 5 Kilduff, Lesli 10 Barnett, Angela 10 Coleman, Sherry 10 Garrett, Cherylyn 10 Keeney, Virginia 10 Ripke, Linda K. 15 Rushano, Tobi 15 Shintani, Jeanne 20 Brent, Judy 20 Butler, Claudia 35 Smith, Gordon	25 Fomin, Eugene 25 Turner, June 25 Washington, Beverly 30 Peirce, Elizabeth	Region 5 5 Graber, Gail 5 Hundsnuerscher, Edwin 5 Osby, Patrick 10 Adam, Catherine 10 Gray, Diana 10 Larson, Gary 10 Ok, Won Kyoung 10 Prescott, Roger 15 Weltzer, Leona 20 Lind, Jerry 20 Willott, Judith 25 Francom, Randall 25 Halvorson, Jon 25 Leavitt, Pamela 25 Schulz, Christa 25 Walsh, Fern 25 Workman, Darlene 35 Baydek, Donna	5 Pitts, Jodi 5 Sheehan, Zoe Ann 5 Smith, David 5 Tran, Mydung 5 Tuohy, Lue 5 Yates, William 10 Beals, Donna 10 Berghoff, Linda 10 Burk, Randelle 10 Dittmer, Bernice 10 Fowble, Cheryl 10 George, Maureen 10 Lloyd, Loren 10 Moore, Carree 10 Neighbors, Jennifer 10 Nicholson, Paul 10 Reese, Sally 10 Ricchio, Michael 10 Serna, Maria 10 Shipley, Robert 10 Tripp, Joanne 10 Zbinden, John David 15 Campbell, Randal 15 Grover, Reid 15 Hagan, Mary 15 Johnson, Judy 15 Kendall, Stephen 15 Mc Collum, Gayle 15 Nguyen, Thu Huu 15 Perry, Diane 15 Posey, Mary 15 Stevens, Karen 15 Sullivan, Carol 15 Tan, Duc Thuc 15 Watson, Mary 15 Williams, Stephanie 20 Brantley, Louise 20 Chowen, Lois 20 Conner, Caryl Jean 20 Correa, Ricardo 20 Jones, Jane 20 Leitch, Katherine 20 Porterfield, Robert 20 Rough, Mary Lou 20 Spencer, Karen 20 Squires, Wanda 20 Thain, Crystal 25 Ahlsten, Warren 25 Ankrum, Anna 25 Deccio, Marguerite 25 Foster, Marie 25 Haugh, Susan 25 Lamanna, Stephen 25 Mc Minn, Vicki 25 Morrison, Sharon 25 Porter, Kathy 25 Spurlock, Ida 30 Conner, Robert John 30 Harder, Lester 30 Percival, Mary Lou 30 Stanley, Karen 30 Warner, Troyce	Child Study & Treatment Center 5 Helman, Monica 15 Davis, Linda 20 Berkley, Billy	Consolidated Support Services 10 Mckee, Merle 15 Ripley, Richard 20 Autrey, Nancy	Eastern State Hospital 5 Lariosa, Marietta 10 Aflatooni, Nosrat	Echo Glen Children Center 5 Moore, Katie 5 Perrell, Robert 10 Logan, Joseph	Naselle Youth Camp 10 Darcher, Janet 15 Carlson, Peter		
Region 2 5 Hart, Lori 5 Lynn, Charles 5 Mervin 5 Walker, Ronald 10 Mc Call, Sandra 10 Welch, Patrick 15 Conrad, David 15 Niven 15 Leverett, Donald 15 Nguyen, Charles Minh 20 Currier, Joan 25 Franco, Herlinda 30 Sugden, Paul	Region 3 5 Bentz-Valenti, Paula 5 Bradley, Robert 5 Iwata, C. Juliana 5 Peltier, Dennis 5 Wooldridge, Mary 10 Barclay, Irene 10 Borg, Donita 10 Ford, Oral Lee 10 Schauer, Kathy 15 Kearney, Christine	Region 4 5 Ahmed, Myrtice 5 Bryan, Michael 5 Dastur, Reina 5 Johnson, Harriet 5 Naish, Christine 5 Nguyen, Huyenlan Thi 5 Poole, Lillie 10 Berglund, Florence 10 Castor, Daniel 10 Cross, Cynthia 10 Hagos, Yohannes 10 Young, Auldwin 15 Huntsman, Kathryn 15 Kochhar, Harjeet 20 Dahl, Peter 20 Kessinger, Gerald 20 Root, Linda 20 Willey, Candee 25 Borth, Patricia	Region 6 5 Bowler, Darci 5 Brown, Ross 5 Powers, Kayleen 5 Theisen, Ruth 10 Echols, Michael 10 Fritz, Edgar 10 Lorecki, Esther 10 Rogen, Vicki Lynn 15 Beard, Linda 15 Harnisch, Brandon 15 Hays, Peggy 15 May, Phyllis 20 Johnson, Kenneth 20 Keller, Tina 25 Klein, Linda 30 Billings, Terry	DSHS Headquarters 5 Bogan, Stephen 5 Boseck, Sheryl 5 Brown, Terri 5 Cooks, Scott 5 Duncan, Beverly 5 Dutton, Jean 5 Genovesi, Lawrence 5 Guerrero, Lori 5 Heath, Blaine 5 Keys, Lisa 5 Lancendorfer, Robert 5 Leavell, Stephen 5 Lord, Dawn 5 Merritt, Robert	Fircrest School 5 Anderson, Karen 5 Aziz, Samir Wa 5 Martinez, Antonina 5 Woodall, Robert 10 Kidane, Abrehet 10 Littman, Danielle 10 Patterson, Elizabeth 10 Weaver, Dan 25 Harter, John 25 Nelson, Daryl	Green Hill School 5 Bergman, Larry 10 Beaver, Duane	Indian Ridge Youth Camp 20 Rothrock, Gene A	Lakeland Village 5 Block, Dayna 5 Schumann, Cynthia 5 Kondler, Francis 5 Adams, Marilyn 5 Dibble, Kenneth 5 Wise, Tammy 5 Clarkson, Dorothy 5 Rupp, Patricia	Maple Lane School 5 Butler, Odie 10 Melluzzo, Andrew	Western State Hospital 5 Brodey, Benjamin 5 Bryant, Angela 5 Couturier, Alton 5 Crain, Leonora 5 Harms, Lesli 5 Stevenson, Terry 5 Warren, Catherine 10 Brown, Hurlkey 10 Gillam, Lottie 10 Gore, Brenda 10 Keys-Myers, Frances 10 Lumsden, Joan 10 Metcalf, Craig 10 Meyers, Keith 10 Morrison, William 10 Myatt, Loyd 10 Piatt, Sandy 10 Riggins, Susanne 10 Slagle, Donna 10 Thompson, Christy 15 Allen, Mark Lee 15 Faires, Joseph 15 Lenz, Ann 15 Manning, Douglas 15 Spence, Patricia 20 Carney, Ralph 20 Smith, Ali 25 Fenton, Frances 25 Johnson, Wanda
					Mission Creek Youth Camp 5 Holland, Jada 5 Johnson, Timothy 5 Spaulding, Ronald	Yakima Valley School 5 Burns, Cathy 5 Farnsworth, Lesli 10 Elgin, Connie 10 Moore, Betty 10 Pace, Kristi 15 Storlie, Terri				

These employees celebrated service anniversaries in September 1997